# TEXAS DEPARTMENT OF CRIMINAL JUSTICE JOB DESCRIPTION

POSITION TITLE. STSTEMS SUPPORT SPECIALIST	POSITION TITLE:	SYSTEMS SUPPORT SPECIALIST I -
--	-----------------	--------------------------------

Wireless

SALARY GROUP: B13

DEPARTMENT: Communications

Page 1 of 3

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of

the essential functions and the conditions required for this position.

APPROVED BY: Joe Miles DATE: 02/12/2015

POSITION #: 008228

## I. JOB SUMMARY

Performs entry-level computer systems support work. Work involves providing customer support for agency information technology systems; and operating automated office equipment in a standalone, network, and mainframe environment. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

#### II. ESSENTIAL FUNCTIONS

- A. Assists in troubleshooting and solving routine computer-related problems and cellular carrier issues; assists in setting up equipment for employee use and performing and ensuring proper installation of cables, operating systems, and appropriate software to include programming cellular and wireless devices; and provides operational assistance in the implementation and utilization of system hardware and software.
- B. Installs, maintains, and performs repairs to hardware, software, and information resources equipment; assists in the update of personal computer and mainframe application programs; and maintains records of daily communication transactions, problems, remedial actions taken, and technical support activities.
- C. Provides customer service and answers user inquiries regarding software, hardware operations, cellular and wireless device features and operations, and the use and interface of systems and software applications; and assists in monitoring and providing assistance in the use and interface of systems and software applications.
- D. Maintains appropriate security controls over hardware and software.
- E. Reviews cellular usage reports and billing; and assists in the coordination and deployment of billing information to end users.
- F. Assists in the preparation of briefings, reports, and evaluations as to systems efficiency and utilization; and maintains system documentation and procedure manuals.
- \* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

# TEXAS DEPARTMENT OF CRIMINAL JUSTICE JOB DESCRIPTION

POSITION TITLE: SYSTEMS SUPPORT SPECIALIST I -

Wireless

SALARY GROUP: B13

DEPARTMENT: Communications

Page 2 of 3

#### III. MINIMUM QUALIFICATIONS

## A. Education, Experience, and Training

- 1. Graduation from an accredited senior high school or equivalent or GED.
- 2. Two years full-time, wage-earning stand-alone desktop computer, network, or telecommunications environment experience to include at least three of the following functions: installing, programming, troubleshooting, repairing, or utilizing software applications and computer-related hardware

or

thirty semester hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE) with three semester hours in Computer Science, Management Information Systems, or a related field. One year full-time, wage-earning stand-alone desktop computer, network, or telecommunications environment experience to include at least three of the following functions: installing, programming, troubleshooting, repairing, or utilizing software applications and computer-related hardware.

- 3. Experience in telecommunications, information technology, or a computer-related customer service environment preferred.
- 4. Experience in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs preferred.

### B. Knowledge and Skills

- 1. Knowledge of the practices, principles, and techniques of computer operations and applications.
- 2. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
- 3. Skill in troubleshooting problems with software and hardware.
- 4. Skill to implement security controls.
- 5. Skill to communicate ideas and instructions clearly and concisely.

# TEXAS DEPARTMENT OF CRIMINAL JUSTICE JOB DESCRIPTION

POSITION TITLE: SYSTEMS SUPPORT SPECIALIST I -

Wireless

SALARY GROUP: B13

DEPARTMENT: Communications

### Page 3 of 3

6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

- 7. Skill in problem-solving techniques.
- 8. Skill to interpret and apply rules, regulations, policies, and procedures.
- 9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
- 10. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
- 11. Skill to review technical data and prepare technical reports.
- 12. Skill in the electronic transmission of information.

### IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, hand tools, diagnostic and electronic equipment, and automobile.